



Product Warranty

Aluvo Slat Panels

Product Range	GretaGrove Aluvo Slat Panels, covering all profiles in the range, including 3 Slat, 4 Slat, 6 Slat, LS, Curved, Half Round, and Weave
Warranty Period	10 years from the date of purchase
Application	Internal feature walls in dry and wet domestic and commercial settings, including bathrooms and wetrooms
Warranty Holder	The original purchaser. This warranty is not transferable.
Issued By	Bargain Depot LTD t/a GretaGrove, 107 – 109 St Barnabas Road, Leicester, LE5 4BW, United Kingdom. Company No. 04707068

This warranty applies to all profiles in the GretaGrove Aluvo range: 3 Slat, 4 Slat, 6 Slat, LS, Curved, Half Round, and Weave. The terms below apply equally to every profile and colour within the range.

1. Warranty Statement

GretaGrove warrants that its Aluvo Slat Panels will be free from manufacturing defects in material and workmanship for a period of 10 years from the date of purchase, when the product is stored, installed, used, and maintained in accordance with the GretaGrove Installation Guide and Product Data Sheet current at the time of installation.

2. What This Warranty Covers

Subject to the conditions and exclusions set out in this document, this warranty covers the following defects arising from the manufacturing process:

- Delamination, lifting, or separation of the decorative face from the panel
- Swelling, deterioration, or breakdown of the panel caused by moisture, provided the panel has been installed and sealed in accordance with the Installation Guide
- Cracking, splitting, or structural failure of the panel under normal conditions of use
- Significant discolouration or fading of the surface beyond normal tolerances when used internally away from direct prolonged sunlight
- Warping, bowing, or distortion of the panel not attributable to installation error or environmental conditions outside the stated operating range

3. Conditions of Warranty

This warranty applies only where all of the following conditions are met:

- The product has been purchased directly from GretaGrove or an authorised GretaGrove stockist
- Proof of purchase, including the invoice or order number and date, is provided at the time of claim
- The product has been stored flat, indoors, fully supported, and protected from impact, heat sources, and direct sunlight prior to installation
- The product has been allowed to acclimatise in the installation room for a minimum of 24 hours before fitting
- The product has been installed internally onto a suitable, sound, dry, and flat substrate in line with the GretaGrove Installation Guide, using appropriate adhesives, fixings, trims, and sealants
- In bathrooms, wetrooms, and other wet or humid areas, all edges, joints, and junctions have been sealed in accordance with the Installation Guide
- The product has been used only for its intended purpose as internal decorative wall panelling
- The installation has not been altered, repaired, painted, sealed, or otherwise modified other than in accordance with written guidance from GretaGrove

4. What This Warranty Does Not Cover

This warranty does not cover, and GretaGrove accepts no liability for, the following:

- Damage caused by incorrect storage, handling, transport, or installation, including panels fitted to an unsuitable, damp, or uneven substrate
- Water ingress or moisture damage in wet areas arising from incomplete or failed sealing of edges, joints, or junctions
- Damage caused by impact, abrasion, misuse, neglect, vandalism, or accident, including scratches, scuffs, dents, and marks arising after installation
- Minor variations in colour, tone, grain, or texture between panels and between production batches, which are a normal characteristic of the product
- Damage caused by fire, flood, leaks, condensation, substrate failure, structural movement, or any other event beyond the control of GretaGrove
- Use of the product externally, or in areas of sustained high temperature such as directly behind hobs or against heat sources without suitable clearance, or in ambient conditions outside the range stated in the Product Data Sheet
- Damage caused by items hung from or fixed to the panels rather than the structure behind
- Damage caused by unsuitable cleaning products or methods, including abrasive cleaners, solvents, or bleach based products at high concentration
- Fair wear and tear
- Labour, removal, disposal, reinstallation, or any consequential costs, unless required by law
- Products sold as seconds, clearance, or ex display stock

5. Making a Claim

Claims must be made in writing within 30 days of the defect first becoming apparent. To make a claim, contact GretaGrove at orders@gretagrove.co.uk or on 0116 298 2545, providing:

- Proof of purchase, including the invoice or order number and purchase date
- The Aluvo profile and colour affected
- A description of the defect, including when it was first noticed
- Clear photographs of the defect and the installation as a whole
- Details of the installation date, location, and environment

GretaGrove may request samples of the affected product or arrange an inspection of the installation before reaching a decision. Claims will be acknowledged within 5 working days and assessed within 28 days of receipt of all required information.

6. Remedy

Where a claim is accepted, GretaGrove will, at its sole discretion, either repair the affected product, supply replacement product of the same profile and colour or an equivalent specification, or refund the original purchase price of the affected product on a pro rata basis reflecting the remaining warranty period. Where the original profile or colour is no longer available, GretaGrove will supply the closest available equivalent. The remedy provided under this warranty is limited to the value of the product originally supplied.

7. Limitations

To the fullest extent permitted by law, GretaGrove shall not be liable for any indirect or consequential loss, including loss of profit, loss of business, or costs of removal and reinstallation. Nothing in this warranty excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot be excluded or limited under the laws of England and Wales.

8. Your Statutory Rights

This warranty is provided in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015, the Sale of Goods Act 1979, or any other applicable legislation. For business to business transactions, this warranty applies subject to the GretaGrove Terms and Conditions of Sale.

9. General

This warranty is governed by the laws of England and Wales and is subject to the exclusive jurisdiction of the courts of England and Wales. GretaGrove reserves the right to amend the terms of this warranty for future purchases. The warranty applicable to any purchase is the version in force at the date of purchase.